



POLICY FOR CALEDONIA CARE & REPAIR SERVICE

POLICY IMPLEMENTATION CHECKLIST	
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Author:	Development Manager
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Policy for Caledonia Care & Repair Service

Introduction

The Care & Repair service is administered by Caledonia HA (CHA) on behalf of Perth & Kinross Council (PKC). Referrals are submitted to Caledonia from Occupational Therapists employed by PKC for improvement works that will assist owners to continue to live in their own home.

In addition to this, the Care & Repair team also carry out small repairs for older and disabled owner occupiers and private landlord tenants, where applicants self-refer themselves.

The provision of the service is regulated through a Service Level Agreement between CHA and PKC.

1. Policy

1.1 It is the Association's policy to provide the Care & Repair service to Perth & Kinross Council as summarised above, and as set out in the Service Level Agreement. In delivery of this service we will employ the necessary staff and other resources to provide the service to the standards set out in the SLA.

1.2 It is also the Association's policy to ensure that costs incurred in delivery of the service are recovered from Perth & Kinross Council through payments as set out in the SLA.

2. Aims and Objectives

2.1 Caledonia Housing Association recognises that the primary aim of its Care and Repair service is to assist older owner occupiers to remain in their own homes through help with housing repairs, improvements or adaptations. In addition to older owner occupiers, the Association will provide a service to owners of any age group with learning or physical disabilities, or with special housing needs; and to private rented residents.

2.2 The service will also endeavour to support elderly and disabled people through joint working with other agencies to ensure provision of equipment and adaptations, and the funding of the service. The service will endeavour to improve the links between housing improvements, and health and social care support.

2.3 The Association will strive to meet the national objectives for Care and Repair services, namely:

- To contribute to improving the quality of housing for older home owners and private tenants
- To target assistance at those in greatest need, particularly those living in unsatisfactory housing conditions, living alone, on low incomes, in poor health, or with a disability
- To increase the take up of repairs and improvement grants by the target group, should local authority finance become available
- To provide a service customised to each person's needs
- To provide quality advice on housing matters
- To refer people to other agencies where appropriate

- To ensure inter-agency awareness of the functions of the Care and Repair programme

2.4 The Association will also work closely with Perth and Kinross Council to ensure as far as possible the development of shared objectives; the development of the service within the context of the Perth and Kinross Community Plan and Local Housing Strategy; and service development within the context of Joint Community Care Plans and Health Improvement Plans.

3. Business Planning

3.1 The Association will endeavour to ensure its own procedures are compatible with local authority procedures for processing Care and Repair grants, and to seek to improve these as necessary. The Association will continue to monitor and agree demand for the service, types of building work to be undertaken, and rates of grant support beyond standard limits with Perth and Kinross Council.

3.2 Revenue funding requirements for the service will be maintained at the levels approved in the Service Level Agreement agreed with Perth and Kinross Council.

4. Appropriate Management Organisation

4.1 As set out in the SLA, Caledonia Housing Association will operate as 'Managing Agents' of the service.

4.2 The direct management of the service must be part of the Association's main business without recourse to other management arrangements through subsidiary companies or through advisory committees drawing in part on external representation. It is recognised that the Association is committed to keeping these matters under continuous review and will actively reconsider these arrangements if future considerations warrant.

4.3 The Association will define its responsibilities as a managing agent and put in place procedures which recognise the distinct business context of the Care and Repair service, including:

- Employment of staff and compliance with all legal employment requirements
- Provide the service within budgets secured from external grant funding sources
- Prepare a design for the improvements, ensuring that they meet the requirements of the applicant as set out in the OT assessment
- Procure contractors to carry out the works in accordance with all relevant procurement legislation
- The development of a full range of budget management systems for the service
- The establishment of a full range of cost centres for all Care and Repair activity and procedures for claiming grant
- Compliance with all terms of the SLA, including monitoring and reporting arrangements
- Establishment and maintenance of a performance management framework, including key performance indicators, and the setting and monitoring of targets

- Regular meetings between Perth & Kinross Council and the Association as managing agents
- All associated procedures, including the full use of computerised systems for the production of management information for the service

5. Service Delivery

- 5.1 The Care & Repair Service will follow the procedures set out in accordance with the Good Practice Guide which was produced by Communities Scotland in March 2002
- 5.2 Caseloads will where necessary be prioritised in accordance with agreements with key partners. The service will establish and maintain a framework of contractors that potential users of the service may elect to use in carrying out work. It is recognised however that the ultimate decision on contractor selection rests with the owner.

6. Small Repairs

- 6.1 This service is aimed at completing minor works, such as joinery, plumbing and electrical repairs; the installation of smoke detectors; handrails and small aids and adaptations; and low cost measures for helping to alleviate fuel poverty. .
- 6.2 The service is designed to provide practical assistance to help people to continue to live safely and independently in their own homes. Care & Repair provides “small repairs” that cost less than £300 and, more recently, enhanced small repairs up to a value of £1,000. A wide variety of trades can be provided including repairs to locks, doors, windows, roofs, rhones and electrical wiring using local contractors. A small repair aims to alleviate issues of welfare, safety or security where the repair is the responsibility of the individual. The service is free to clients who self-certify that they are within the eligible age and income band.
- 6.3 Care & Repair provides general advice to older, disabled or vulnerable clients, mainly a signposting service, for those who may have difficulty in accessing some services.

7. Other Works

- 7.1 The Care & Repair team has also secured funding from various sources to carry out minor works.
- Strathmore Dementia Project - Improvements to assist people with dementia living in the Strathmore area (Blairgowrie, Alyth, Coupar Angus) to provide crime preventative measures and contribute to the safety of dementia sufferers and prevention of trips and falls
 - Domestic Abuse Initiative - this is run jointly with the Perth and Kinross Domestic Abuse and Violence Against Women Forum. Clients are referred through Victim Support, Women’s Aid and Tayside Police. Care and Repair will install security measures – peepholes, security chains, door locks and window locks. The aim is to contribute to the safety of victims of domestic abuse, and reduce fear of crime and fear of access to property by force.
 - Electrical Safety – this scheme helps older and the disabled or vulnerable to resolve electrical faults in conjunction with an adaptation or in addition to a small repair in order that the property can be fully compliant
 - Home Safety Partnership - Caledonia Care & Repair is a member of the HSP, working closely with other agencies and is involved in advertising the service through the Healthy Safety Lives booklet and open days. The PKC Home Safety Officer undertakes a home safety

assessment, and provides details of works required, which are carried out by the Care & Repair team

- Deaf and Blind Societies - Providing advice and assistance to these vulnerable group
- Charitable Assistance - Caledonia Care & Repair has sought charitable assistance for those clients that are unable to meet their share towards the cost of Care & Repair works

7.2 These repairs are also free to applicants who self-certify that they meet the relevant eligibility criteria, and are carried out provided we have sufficient funds from the relevant partner.

8. Hardship Fund

8.1 CHA holds a 'Hardship Fund' which can be used by clients in extreme need and who cannot meet their share of costs. This fund is a legacy of funding initially provided by Perth & Kinross Council a number of years ago.

8.2 Where applicants are clearly unable to fund their share of adaptation works carried out, in the first instance we will seek to increase the PKC contribution to 100% of the works cost. Where PKC are not able to fund 100%, the Care & Repair team will endeavour to source alternative funding through charitable donations from other organisations.

8.3 If however the team cannot find alternative funding for the works, requests may be made to utilise the Hardship Fund to pay for the applicant's share of the work. Where this occurs an application should be prepared setting out the full details of the case, including:

- The nature of the works required
- The amount of funding requested
- The amount of funding remaining in the Hardship Fund
- Evidence that the applicant cannot afford to pay for the work
- Evidence of unsuccessful applications made to other relevant bodies seeking funding assistance

8.4 Where such an application is made, authorisation may be granted by the Executive Management Team for amounts up to the value of **£1,000 including VAT**. Cases above this value will require the prior approval of the Management Board. This corresponds with authorisation levels on donations contained in the Association's Payment & Benefits Policy.

9. Training

9.1 All necessary training (including the application of the Equality and Diversity Policy) will be provided to those involved in the application of this policy.

10. Records Management

10.1 The Association will only share information that meets the requirements of the Data Protection Act 1998.

10.2 Information relating to a client's case will be destroyed in line with the requirements of the Data Protection Act 1998.

10.3 Whilst the Association is not subject to the Freedom of Information (Scotland) Act 2002, we note that Perth & Kinross Council are. We will therefore assist the Council, where practicable, in its compliance with the Act.

11. Review of Care and Repair Service

11.1 Procedures and practices will be kept under review so as to ensure that this policy is being adhered to and to ensure that it continues to meet the requirements of the organisation and is compliant with legislative, best practice requirements and key stakeholders.

12. Monitoring and Accountability

12.1 The responsibility for implementing and overseeing compliance with the policy will lie with the Asset Management Director.

12.2 The Development Manager will be responsible for the day to day operation of the Care & Repair service, delivery of the service in accordance with the Service Level Agreement and the management of staff and service provision within the Association.

13. Policy Review

13.1 The legal framework on which this policy has been based is under constant review and is subject to change, therefore this policy will be reviewed in three years, or earlier if required to reflect significant changes to the Service Level Agreement